

## **ITS Policy and Procedure Use Of The ITS Training Center**

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### **Purpose**

The purpose of this policy and procedure is to establish the guidelines through which the ITS Training Center may be reserved, payment made, and cancellation completed.

### **Scope**

This policy and procedure applies to all ITS employees and other government entities which might request use of the ITS Training Center.

### **Background**

The state of the art ITS Training Center is located in the basement of the State Office Building, Room B-108. The facility offers the ability for hands-on computer training for 20 students, overhead projection, slide projection, satellite TV, VCR, sound system, lighting control, and other amenities. ITS and other agencies use this facility to provide all types of training.

### **Policy**

- A. Reservations will be made through the ITS Training Coordinator.
- B. Rate for use of ITS Training Center is \$100.00 per day (regardless of length of use).
- C. Cancellations must be made ten (10) business days in advance to avoid a cancellation charge.
- D. No shows will be billed for use of center.
- E. No food is allowed in ITS Training Center.

### **Procedure**

- A. Reservations will be made through the ITS Training Coordinator.
  - 1. Information on availability of the center may be ascertained in several ways.

- a. Contact the ITS Training Coordinator at 538-3461 and request schedule information.
    - b. Contact the ITS Training Coordinator via e-mail and request schedule information.
    - c. The ITS Training Center schedule will be available on the ITS Web Page.
      - 1) Request for use of the center on open dates may be made via e-mail directly from the Web to the ITS Training Coordinator.
  2. When reservations have been made, the ITS Training Coordinator completes the following steps.
    - a. Provides the requesting agency with a Rental Agreement Form which must be completed prior to finalizing the reservation.
      - 1) This form will include the date of reservation, price of the center, authorized signature, and DASID code for billing.
      - 2) Include a copy of policy, procedure, and ITS Training Center rules.
    - b. Request information regarding type of training offered.
      - 1) Coordinate any necessary login IDs.
      - 2) Coordinate any software installation required.
- B. Billing and payment for the ITS Training Center will be made through the ITS Charge Back System.
1. The ITS Training Coordinator will prepare necessary paperwork to bill the requesting agency following the use of the ITS Training Center.
  2. Billing will be done to the DASID Code supplied by the requesting agency.
  3. The rate for the use of the ITS Training Center is \$100.00 per day, regardless if a full day or a partial day is used.
- C. Cancellation must be made at least ten (10) business days prior to scheduled use of center.
1. A cancellation request may be done by telephoning, faxing, or e-mailing the ITS Training Coordinator.
  2. The ITS Training Coordinator will send back acknowledgment of the cancellation.
  3. If the cancellation is not completed as required, ITS will bill the requesting agency for full use of center.
  4. In the event of an emergency, the ITS Training Coordinator must be contacted immediately and negotiation regarding billing will take place.